

Customer Update

EVERSOURCE

Natural Gas System Maintenance and Safety

Eversource is always working to keep you safe. Our programs for maintenance and inspection, along with leak management, exceed requirements for the federal and state pipeline regulations.

Our leak survey programs include:

- **Semi-Annual Surveys:** Twice a year, high-pressure distribution lines and critical infrastructure pipes are surveyed for leaks. High-pressure lines are also patrolled an additional two times.
- **Annual Surveys:** Leak surveys are conducted over all gas distribution mains in business districts, using vehicles or patrolled on foot.
- **Winter Surveys:** Surveys are performed over all cast-iron mains on a 10-day cycle during extreme cold, until warmer weather returns.
- **Tri-Annual Surveys:** Every three years, we survey exposed pipelines, including company-owned piping inside customers' buildings.

We test and inspect gas meters and associated piping to monitor for corrosion and potential leaks.

We use specialized equipment positioned in strategic locations throughout the system to maintain pressure on the gas distribution system. At each location, additional over-pressure protection equipment monitors and limits pressure. We also monitor system pressure 24/7 at our gas control centers.

We take the responsibility for the safe and secure delivery of natural gas very seriously and are continually investing to maintain a first-rate natural gas distribution system.

Winter Safety

Follow these tips to stay safe and warm:



- Install carbon monoxide detectors and routinely replace the batteries.
- Annually inspect all gas heating equipment in your home or business. A qualified technician should make this inspection.
- Periodically clean or replace filters in your furnace.
- Keep your meter and heating system vents clear of snow and ice to prevent toxic carbon monoxide from accumulating in your home.
- Remove snow and ice from the meter or appliance vent pipe carefully with a broom or by hand.
- Always maintain a clear path to the meter so Eversource employees or emergency responders can access it in an emergency.
- Never use your stove as a heating source.
- See the enclosed bill insert "Important Information About Carbon Monoxide."

Eversource in Your Community

At Eversource, we're serving the neighborhoods where we live and work through volunteer programs and charitable events.



Recently in Connecticut, Eversource employees painted and completed yard work at Safe Futures, a family shelter in New London.

Eversource was also proud to serve for the fifth year as the title sponsor for the Eversource Hartford Marathon, with 265 Eversource runners and



125 employees and their families volunteering the day of the marathon. Eversource is pleased to extend its commitment as title sponsor through 2022.



What to Do If You Smell Gas

If you detect natural gas, leave immediately and call us at **877-944-5325** or dial **9-1-1**. Learn to recognize a gas leak by visiting Safety at [Eversource.com](https://www.eversource.com).

Upgrade and Save

In most homes, heating is the single biggest energy expense. It's also what keeps you warm and comfortable.



If you have an older gas heating system, consider replacing it with a high-efficiency system and take advantage of money-saving incentives available through Eversource. A new, gas heating system can be up to 97 percent efficient. Older, low-efficiency heating systems may be only 56 percent to 70 percent efficient. That's a lot of wasted energy and money.

When you are ready to upgrade, Eversource can connect you to solutions for saving. Visit [EnergizeCT.com/NaturalGasHeating](https://www.eversource.com/NaturalGasHeating) or call **877-WISE-USE** to learn more about instant discounts on eligible heating systems.

Always remember to service your heating system annually for safety and performance.

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